

## **ADMINISTRATIVE CLERK I/II - CONFIDENTIAL**

### **DEFINITION**

Under general supervision, to perform a wide variety of general clerical and office support duties related to the division or department assigned; and to perform related work as required.

### **CLASS CHARACTERISTICS**

Administrative Clerk I-Confidential: This is the entry-level class in the Administrative Clerk-Confidential series. This class is distinguished from the Administrative Clerk II-Confidential classification by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Administrative Clerk II-Confidential: This is the full journey level class within the Administrative Clerk-Confidential series. This class is distinguished from the Administrative Clerk I-Confidential by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

### **EXAMPLES OF DUTIES** (Illustrative Only)

- Performs general clerical duties related to assigned division/department
- Types, proofreads and processes a variety of documents including general correspondence, memos, and charts from rough draft or verbal instruction
- Assists customers at the counter and via telephone
- Enters purchase orders into financial computer system ensuring coding and authorizations are complete and accurate
- Performs a wide variety of clerical work including but not limited to preparing routine reports and confidential correspondence, compiling information, assembling manuals
- Establishes and maintains confidential division/department files in an accurate and efficient manner
- Operates standard office equipment including personal computer, fax, copy machine
- Receives, sorts and distributes incoming and outgoing mail
- Posts notices and announcements at various sites throughout the City

- Assists division staff with special projects and events

## **QUALIFICATIONS**

### **Administrative Clerk I-Confidential:**

#### **Knowledge of:**

- Correct English usage, spelling, grammar, and punctuation
- Modern office methods and equipment including filing systems, and personal computer hardware and software
- Basic arithmetic

#### **Skill in:**

- Learning the organization, procedures and operating details of the division/department
- Performing routine clerical work including maintenance of appropriate records and preparation of general reports and correspondence
- Dealing tactfully and professionally with customers both in person and via telephone
- Establishing and maintaining effective working relationships with those contacted in the course of work
- Understanding and carrying out both oral and written instructions
- Performing simple mathematical calculations
- Operating a variety of office equipment such as personal computer, fax, and copy machine
- Typing accurately at a speed of 45 words per minute

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12<sup>th</sup> grade, and one year of clerical experience preferably involving customer contact.

### **Administrative Clerk II-Confidential:**

In addition to the requirements for Administrative Clerk I-Confidential:

#### **Knowledge of:**

- Organization, procedures and operating details of the division/department
- Principles of good customer service
- Personal computer hardware and software found in a modern office

#### **Skill in:**

- Learning applicable rules and regulations governing the activities of the division/department
- Communicating clearly and concisely both orally and in writing
- Organizing a variety of tasks to ensure the timely and accurate completion of assigned duties

- Utilizing personal computer hardware and software to accomplish assigned duties
- Typing accurately at a speed of 50 words per minute

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12<sup>th</sup> grade and two years of responsible clerical experience involving customer contact, OR one year of experience performing duties comparable to that of an Administrative Clerk I-Confidential with the City of Rocklin.

**LICENSES AND CERTIFICATES:** (For both the I and II level)

Possession of a valid California driver's license.

**PHYSICAL DEMANDS**

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weight. Manual dexterity to use standard office equipment and supplies to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.